



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

July 28, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the July 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of July 7, 2015, Pretrial Services Division (PTS) conducted a review of 28 (11%) of the 252 active cases at Sentinel's Branch Offices. Based on our review, three participants (11% of the 28 active cases reviewed) were being charged \$2.00 to \$10.00 more than the approved Contract Payment Scale on participant fees. Sentinel has been advised and has subsequently adjusted the participant fee to the corrected amount. Sentinel will issue a refund check or provide the participant credit while still on the program.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 28 cases, there was one (4%) concern regarding equipment functionality. Although

the participant was at home, the equipment was reporting incorrect unscheduled leaves and entries. The equipment was also not replaced within 24 hours. The equipment has since been replaced and this discrepancy was discussed with Sentinel on July 17, 2015.

Case Documentation

Out of the 28 cases, two (7%) case files did not have the proper documentation. In one case, one participant's initials were missing from the "*fee agreement*" section of the contract. The other case file indicated that the case manager received a copy of the participant's phone bill for residence verification. However, the phone bill copy is missing from the case file. Sentinel has been notified and will take appropriate action.

Participant Compliance Check

On July 9, 2015, PTS completed a random telephone compliance check of 30 (12%) of the 252 active cases. Of the 30, 25 (83%) were in compliance with their schedules and five (17%) were not in compliance (unable to reach at home). Of the non-compliant, five participants were at home based on their activity report but did not answer their phones. Sentinel will issue a Non-Compliance Notice to the five individuals that did not answer their phones.

Participant Complaints

On July 9, 2015, we randomly attempted to contact 30 active participants. Of this group, we were able to contact 25 participants. All 25 (100% of those contacted) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On July 10 2015, we conducted a review of all participants listed on Sentinel's Abscond Report (ABS) for June 3, 2015 to July 7, 2015. The report contained 25 names. Of these, all 25 (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On July 10, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report (NCR) for June 3, 2015 to July 7, 2015. The report contained 96 names. Of these, 95 (99%) were reported by Sentinel within the required guidelines. However, one (1%) did not conform to the reporting requirements. The one identified as non-compliant was not entered in the Sentinel database by 5:00 p.m., the next business day. The notification was entered 22 hours and 32 minutes late. Sentinel has been advised of this compliance issue and states that they will take corrective action.

Meeting with Sentinel

On July 17, 2015, we met with Sentinel to discuss the results of our July 2015 review. Sentinel agreed with the findings and will take appropriate corrective actions.

Each Supervisor
July 28, 2015
Page 3 of 3

Please contact me if you have any questions or need additional information or your staff may contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Interim Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mary Wickham, Interim County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies